



COHESIVE HEALTHCARE MANAGEMENT & CONSULTING

Mangum Regional Medical Center

TITLE		POLICY	
Continuum of Care		208	
MANUAL	EFFECTIVE DATE	REVIEW DATE	
Rehabilitation			
DEPARTMENT	REFERENCE		
Rehabilitation Services			

SCOPE: All members of the rehabilitation staff serving at Mangum Regional Medical Center.

PURPOSE: To provide accurate information about a patient’s care, treatment, and services, current condition, and any recent or anticipated changes upon the transfer/hand-off of a patient from one therapy service to another and to ensure the continuum of care.

POLICY: Patients may be transferred from one facility providing therapy to another facility within the hospital system:

- At the patient’s request.
- If the facility does not offer the services required by the patient or the physician/provider.
- At the request of a therapist to try a treatment not available at the current facility.

Therapy patients may also be transferred from a facility outside the hospital system.

Rehabilitation staff will adhere to Facility policy regarding the release of medical information. The information communicated during a transfer/hand-off must be accurate in order to meet patient safety goals.

PROCEDURE:

1. Transfer within the hospital/facility setting:
 - a. The sending facility providing the services will contact the receiving facility to make arrangements for transfer of the patient.
 - b. The sending facility will send the patient’s current documentation to include up-to-date information regarding the patient’s care, treatment, and services, condition, and any recent or anticipated changes.
 - c. The receiving therapist, following review of the documentation and as determined by the receiving therapist, communication with the sending therapist, will determine if the patient requires a re-evaluation on the first visit or whether the treatment program can simply be resumed.

- i. If patient does not require re-evaluation, the receiving therapist is to document that the existing evaluation summarized the patient's current status and plan of care.
 - ii. Verification of the received information or orders will include repeat-back or read-back as appropriate.
- d. The receiving facility will establish an appointment time with the patient.
- 2. Transfer from outside Hospital System:
 - a. Receiving therapist to review discharge/transfer information documents.
 - b. If discharge or transfer information documents are not available, the receiving, evaluating therapist will contact the sending Therapy Department or referring physician/provider as applicable via telephone to obtain additional patient information or orders.

Verification of the received information or orders will include repeat-back or read-back,

REVISIONS/UPDATES

Date	Brief Description of Revision/Change